

Consolidated Patient Account Center (CPAC) Supports VA's commitment to Veteran Healthcare

VETERANS
FACT SHEET 1

The Department of Veterans Affairs (VA) has the critical mission to fulfill President Lincoln's promise "to care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's Veterans. Providing healthcare benefits is one of the many ways that America honors and serves its Veterans.

Veteran Healthcare Services

Health benefits for Veterans are administered by the Veterans Health Administration (VHA), one of VA's three administrations, whose mission is to "honor America's Veterans by providing exceptional healthcare that improves their health and well-being." VHA operates more than 1,600 sites around the country where millions of Veterans receive care each year (see box). VHA is committed to excellence in healthcare services to Veterans and works to continually improve the quality of those services.

Veterans HealthCare Sites

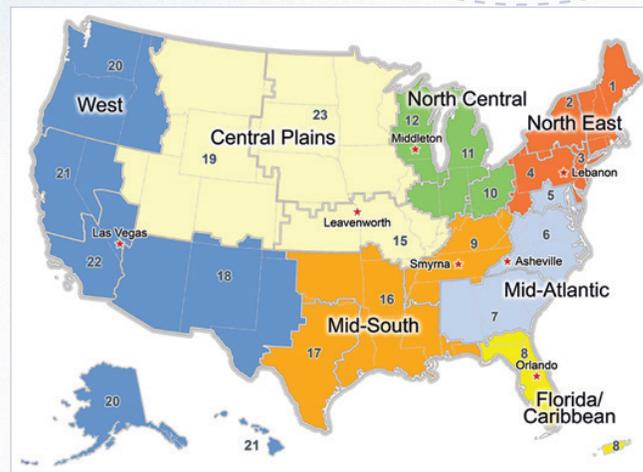
- 153 VA Medical Centers
- 974 Outpatient Clinics
 - 807 Community-Based
 - 152 Hospital-Based
 - 9 Mobile
 - 6 Independent
- 288 Vet Centers
- 98 Domiciliary Residential Rehabilitation Programs
- 133 Community Living Centers

Innovative Revenue Processes

VHA's Consolidated Patient Account Center (CPAC) strives to improve efficiency and accountability in revenue operations. There are seven regionalized CPAC centers that conduct medical billing functions for VA Medical Centers (VAMCs) around the country.

Insurance Billing

VA health care depends primarily on annual congressional appropriations. To expand the funding available for Veteran healthcare services, VA supplements the funds from congress by billing health insurance companies for non-service connected care provided by VA medical



centers (VAMCs). The CPAC program works with VAMCs to generate this revenue from insurance companies.

To ensure that VA has the ability to bill insurers, VAMC staff ask Veterans to update their health insurance information at each visit. Current insurance information is needed for all Veterans with private health insurance or with federally-funded coverage through the Department of Defense (TRICARE) or Medicare. By providing this information, Veterans can use their insurance benefits to help offset copays that VA may charge for non-service connected care. Providing health insurance information also benefits all Veterans by generating more funds for VAMCs to provide healthcare services.

Customer Service

While most CPAC staff are located at the regional centers, a small number of CPAC staff are located at each VAMC to provide Veterans with the world-class customer service they deserve. Each VAMC has an information desk or information kiosk to help find CPAC facility revenue staff who are available to help Veterans with questions about their bills or co-pays. Veterans may also direct their questions to the national contact center for Veterans, operated by the Health Resource Center, at 1-866-400-1238 for billing assistance.